Ahmad Mustafa Abu Sharifeh

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- Nationality: Jordanian

- Status: Married

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- IT specialist and troubleshooting expert with long and variety experience, including 12 years with USAID projects dealing with private and governmental sector.

- Provide support for grants program as an expert related to I.T issues, support events and training programs, and supporting staff and expat consultants.

- Prepare and evaluate Request for Proposals (RFP) and Request for Quotations (RFQ) as needed for IT procurements software and hardware.

- Work and experience with international school "educational sector" technical support.

- Dealing with Vendors & experience with SLA.

- Startup projects as "International Community School" new building and the new premises of USAID/BEST "Building Economic Sustainability through Tourism Project".

- Participant of many systems as:

  - Hotels Classification System for Ministry of Tourism and Antiquities "MOTA" Jordan.

  - Inspection System for Jordan Food and Drugs Association (JFDA).

  - Registration System for Madaba Vocational Training Center (VTC).

  -Ticketing System hardware/software for Jordan Museum.

- Soft skills: time management, critical thinking with creative solutions, socialized and good team player.

- Languages: Arabic as mother tongue, English excellent R/WR/S.

Education

- Master of Entrepreneurship, Princess Sumaya University of Technology, Amman/Jordan, 2013-2015.

- Bachelor of Software Engineering, University of Petra, Amman/Jordan, 2007.

Experiences

I.T Coordinator   Oct 24, 2021 – Jan 19, 2022

Creative Association - Jordan Technical Assistance Program JTAP/ USAID Jordan

Responsibilities:

- Working with government sector.
- Dealing with venders and SLA.
- SharePoint and One Drive
- Comply all the laptops with the Creative and JTAP policy.
- Stablished office Network, Switches and Access Points, LAN/WAN.
- DNS and DHCP.
- Laptops and Printers.
- Maintain I.T. Inventory.
- Microsoft office365 cloud.
- Reporting.

I.T Consultant   April 28 – May 30, 2021

Recycling in Jordan Activity (JRA) / USAID Jordan

Responsibilities:

- Maintain Detailed Asset Inventory.
- Address Unauthorized Assets.
- Check Home Office (HO) Standardized Devices Specifications.
- Ensure Software is supported by Vendor.
- Check HO Recommended Software.
- Change Default Passwords.
- Disable Any Unassociated Accounts.
- Provide Read-only Remote Access for HO on Network Management Dashboards.

I.T Specialist   2015 – Dec 31, 2019

Building Economic through Sustainable Tourism (BEST)/ USAID Jordan.

Responsibilities:

- Microsoft Office 365 with exchange on cloud.
- Maintain I.T. Inventory.
- Maintain Active Directory and Domain Controller.
- Shared files and folders with Backup.
- Startup and establish Project "I.T plan" servers, cabling, network, hardware, software systems and IT infrastructure.
- Day to Day work help desk and Server support physical and virtual.
- Security Antivirus Client/Server.
- LAN / WAN.

I.T Specialist   **2013 - 2015**

Economic Growth through Sustainable Tourism (EGST) USAID/Jordan, Chemonics International, Amman, Jordan

Responsibilities:

- Maintain Server's, workstations and network working smoothly.
- Supporting staff in and out premises.
- Installing, upgrading and maintaining Acronis Backup to backup shared documents and on daily, monthly and yearly bases.
- Archiving and backup users email and data.
- Dealing with outside venders (purchasing and supporting)
- MS windows Server 2008R2 and 2012 R2.
- Setup, configure and maintain Domain including the following subtasks:
  - Active Directory, DHCP & DNS.
  - Shared folders with appropriate Permission regarding Project Policy.
- AVAYA Telephony system (Digital Telephone system):
- Maintaining overall IT Systems and controls within the office and other satellite offices in accordance with the company (Chemonics) and EGST Project standards.

I.T Specialist   **2010-2013**

Jordan Tourism Development (JTD) II

USAID/Jordan, Chemonics International, Amman, Jordan

- Supporting staff at events in and outside office.

- Working with colleagues by supporting them to increase productivity daily bases.

- Network, server monitoring, and configurations.

- Prepare, issue, and evaluate Request for Proposals (RFP) and Request for Quotations (RFQ).

Technical Support / Network Administrator   **2008- 2010**

ICS "International Community School"

Responsibilities:

- Servers, Pc's, Laptops, Tablets, Network wireless and wired, Printers, Smart Boards and Laps.
- Registration system.
- Anti-Virus, security and updates.
- Support Staff and students.
- Dealing and handling purchasing "hardware and software" from venders.

Technical Support & Teacher Assistant   **2007-2008**
International Community School

Workshop Manager   **2005-2007**

The Jordanian Analyst– Amman

Responsibilities: Maintenance & Networking.

Workshop Manager of Maintenance Department JSS   **2004-2005**

"Jordanian Supply and Scientific" group – Amman.
Responsibilities: Maintenance, Networking, Coordinator, Supervisor and Trainer.

Technical support at Maintenance Department   **2001-2004**

JSS group – Amman

(Hardware, Software & Networks)

Courses:

• PMP "Project Management Professional" course, Process & Smith Institute, Amman. 2018.

• Microsoft Exchange 2010 – Pioneers Center, Amman.

• MCSE 2003 Course "Microsoft Certificate System Engineer ", GCE, Amman.

Soft Skills:

- Always up-to-date with new software programs & new technology.
- Strong leadership & presentation skills.
- Effective problem-solving skills.
- Manage workload including several concurrent projects of major importance.
- Produce large volume of extremely accurate work with short deadlines.
- Work on highly sensitive matters and maintain confidentiality.
- High ability of working under pressure and perform multiple tasks in an efficient and expedient manner.
- Organized, meticulous, hard Worker, fast learner
- Maintain a sense of humor.